

Netsmart EVV Password Expiration Reference Guide

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Netsmart

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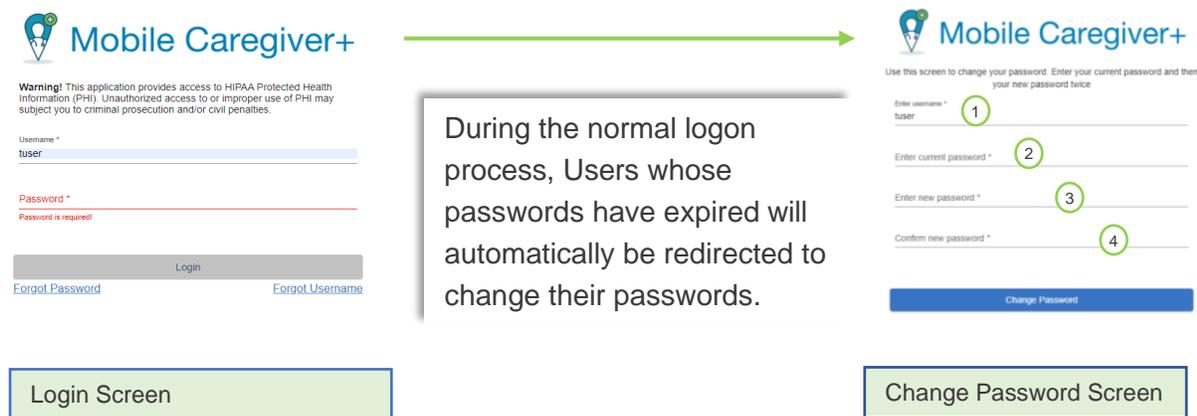


Netsmart EVV Password Expiration Reference Guide

These instructions are for changing expired passwords via the Provider Portal.

Netsmart EVV User Passwords are configured to expire every 45 day.

Users whose passwords have expired will automatically be redirected from the Provider Portal Login screen to the Change Password dialogue box, the next time they login to the EVV Provider Portal.



To change the expired password from the Change Password screen, the User must:

1. Enter the current password
2. Enter the new password
3. Re-enter the new password
4. Click the Change Password command, to change the current password and return to the login screen. Users can then login using their new password.

All Password must meet the following requirements:

- **Length** – Passwords must be a minimum length of at least eight characters.
- **Complexity** – Passwords must contain at least one, number, one upper-case letter, one lower-case letter, one number, and one special character (\$@!%*?&).
- **Reuse** – Passwords cannot be reused.

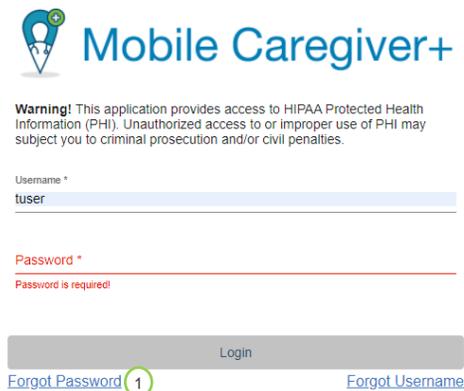
Netsmart EVV User Passwords will expire, and must be changed, every 45 days.

For your convenience, we've included a reference guide on resetting a forgotten password.

Self Service Password Reset Guide

These instructions are for resetting passwords via the Provider Portal.

To change passwords, Users musts:



Warning! This application provides access to HIPAA Protected Health Information (PHI). Unauthorized access to or improper use of PHI may subject you to criminal prosecution and/or civil penalties.

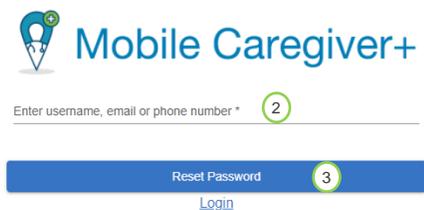
Username *
tuser

Password *
Password is required!

Login

[Forgot Password](#) 1 [Forgot Username](#)

1. Click the **Forgot Password** link located on the login screen



Mobile Caregiver+

Enter username, email or phone number * 2

Reset Password 3

Login

2. Enter your Netsmart EVV User ID
3. Click the **Reset Password** command.



Use this screen to change your password. Enter your current password and then your new password twice

Enter username * 4
tuser

Enter current password * 5

Enter new password * 6

Confirm new password * 7

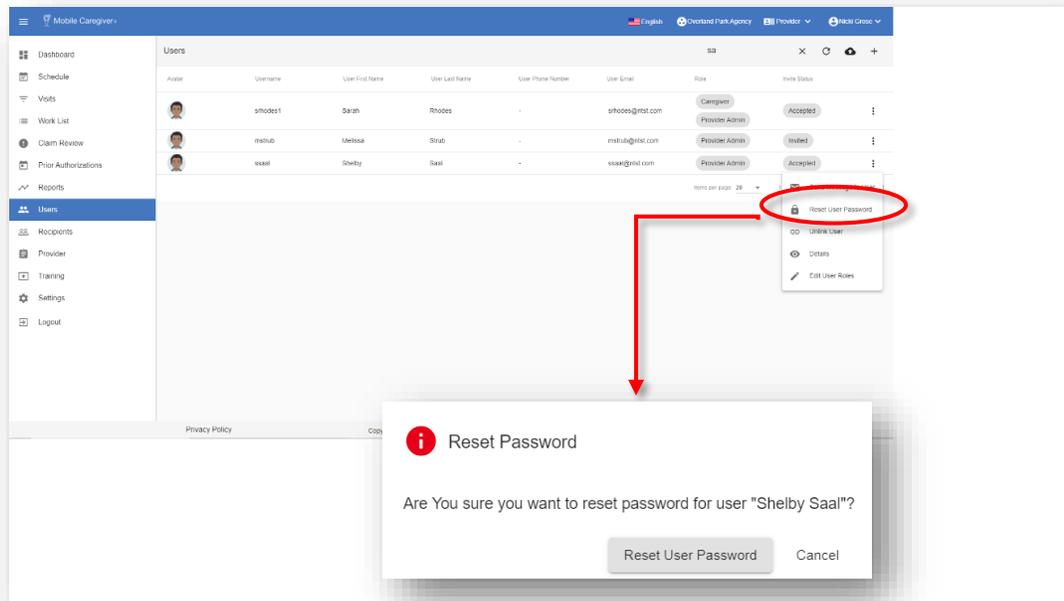
Change Password 8

5. Enter the current password
6. Enter the new password
7. Re-enter the new password
8. Click the Change Password command, to change the current password and return to the login screen. Users can then login using their new password.

Avoiding Password Expiration

These instructions are to avoid passwords being expired, in which System Administrators can proactively reset their passwords before being expired via Provider Portal.

1. Enter the current username and password in the login page
2. Click **Users** from the **Main Menu**



3. Find your username, in which you will reset
4. From the short-cut submenu, click **Reset password**

The system will email a temporary password to the User. The next time the User attempts to log in, they will be prompted to change the temporary password. Click Cancel to the **Reset Password** dialog box; the system will return to the **Users** screen.

*Warning: The temporary password will expire after **36 hours**; Users must log in and change the password within **36 hours**.*